# Position Maintenance Technician - Residential

**Reports to** Maintenance Supervisor

**Status** Exempt/Full‐time

# Job Description

This role is for a talented maintenance technician who will be responsible for addressing an array of apartment and property maintenance duties as specified by the maintenance supervisor and/or property manager, and for maintaining the highest standards in customer service and curb appeal of the assigned property. On occasion will be asked to assist with the distribution of management notices and informational flyers to residents. Occasional assistance with resident functions.

# Maintenance Technician Responsibilities

* Perform various maintenance functions including repairs to the following electrical, plumbing, appliances, flooring, carpentry, HVAC, grounds maintenance as dictated by state guidelines.
* Perform general carpentry duties such as wallboard repair, countertop/cabinet replacement, finish carpentry, window/glass repair, door/lock repair, and ceramic tile repair.
* Perform various proactive preventative maintenance including siding, painting, lighting, sprinkler, pool, golf-cart, elevator and more.
* Maintain work order system by verifying all orders are completed in a timely manner to company standards and

the resident’s satisfaction.

* Inspect the property grounds, buildings, and common area amenities to maintain safety and cleanliness standards and to identify issues requiring maintenance, repair, or replacement.
* Assist with property emergencies, such as snow removal and/or other inclement weather emergencies, fires, and floods.
* Promptly communicate with maintenance leadership concerning all maintenance issues at the property.
* Observe and promote safety and risk management in accordance with local, federal, state, and company rules and regulations.
* Participate in emergency on-call/after-hours maintenance assignments; adhering to established response times and addresses emergency issues appropriately.
* Observe and promote safety and risk management in accordance with local, federal, state, and company rules and regulations.
* Promote customer satisfaction by maintaining the highest standards of cleanliness and curb appeal and interacting courteously and professionally with current and potential residents at all times.
* Foster a positive, active, and collaborative relationship with residents, other properties, and vendors.
* Maintain a professional demeanor and appearance at all times and comply with prescribed uniform policy.
* Responsible for adhering to all components of the company risk management program.

# Qualifications

* High school diploma or equivalent is required.
* At least one year of experience in the property management industry or related field.
* Possess general maintenance and general carpentry skills.
* CFC certification, HVAC license and related certifications preferred.

# Special Requirements

Must be “on call” in emergency situations and be always available via telephone for “on call” staff to provide direction as required. May be required to travel around the property therefore a valid driver’s license will be required. Management reserves the right to review annual DMV reports for all incumbents in this position.

# Skills And Requirements

* Ability to read, write and understand English.
* Ability to use general office equipment, such as telephone, fax machine, printer, copier, and key track system.
* Excellent customer service and interpersonal skills with the ability to relate to others.
* Strong organizational and time-management skills.
* Ability to multi-task.
* Ability to perform basic mathematical functions.
* Ability to cope with and defuse situations involving angry or difficult people.
* Must maintain a valid driver’s license, clean driving record and current auto insurance is required.
* Must be proficient with most of the tools and equipment appropriate to job responsibilities
* Sensitivity to confidential matters is required.
* Required to complete and successfully pass the AJ Dwoskin Fair Housing, Diversity, and Inclusion Training within the first 30 days of employment.

# Scheduling

* Required to maintain a regular schedule which may require working overtime, weekends, and non-traditional holidays.
* May be required to be on-call and aid during staffing deficiencies on-site.

# Physical Requirements

AJ Dwoskin will make reasonable accommodations to enable individuals with disabilities to perform the essential functions. These functions include, but are not limited to

* + Ability to lift, push and pull up to 100 pounds.
  + Ability to walk around the property several times daily - up to 10 miles a day.
  + Ability to walk on uneven surfaces.
  + Ability to climb several flights of stairs several times daily.
  + Hearing and visual ability to observe and detect signs of emergency are required.
  + Must be able to sit, stand, reach, bend, and stoop for extended periods of time.
  + Ability to use standard maintenance equipment.
  + Talking and expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
  + Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
  + Visual requirements including color, depth perception, and field vision.
  + Ability to compare, copy, coordinate, synthesize, negotiate, communicate, and instruct.
  + Ability to tolerate stressful situations.
  + Ability to work under minimal to moderate supervision.

The job duties for this position may not be limited to only those outlined in this job description and management reserves the right to make modifications and changes to these duties at any time to meet the needs of the business.

# Diversity

Diversity creates a healthier atmosphere AJ Dwoskin is an Equal Employment Opportunity/Affirmative Action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.

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